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**State of New Mexico**

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**Purchasing Department**

ONE CIVIC PLAZA, N.W.  
ALBUQUERQUE, NM 87102  
(505) 468-7013  
FAX (505) 468-7067

February 24, 2010

**TO: All Prospective Offerors**

**FROM: Dinah Esquivel, Purchasing Manager**  
**Bernalillo County Purchasing Department**

**RE: Request for Proposals ("RFP") #13-10-DE**  
**SAP Software Application – Long Term Support Consulting Services**

On behalf of the Information Technology Department, the Purchasing Department is soliciting proposals from Offerors to provide qualified consulting services to assist the County in supporting its SAP software application. Services shall include but not be limited to, assistance with ongoing maintenance of the system, support with patches, enhancement packs and upgrades, implementation support for adding new modules and or functionality to the system, and troubleshooting.

For registered vendors, pertinent RFP documents, including the Scope of Service and the proposed contract documents pertaining to this solicitation can be downloaded through the purchasing website at no cost. For firms not registered, interested parties are welcome to register through the County's purchasing website, [www.bernco.gov/purchasing](http://www.bernco.gov/purchasing) and pay the required fee of \$50.00 plus a convenience of \$1.49 to process payment by credit card or \$1.25 per e-check. Vendors are also welcome to contact Jacque Little at (505) 468-7387 for assistance in the on-line registration or to request a hard copy of the document at a cost of 50 cents per page. Requesting a hard copy of the document at a cost of 50 cents per page will result in registration for this solicitation only.

A mandatory, pre-proposal, conference will be held on March 12, 2010 at 10:00 a.m., Mountain Standard Time (MST), at One Civic Plaza NW, Conference Room B, Albuquerque, New Mexico. Written questions prior to the pre-proposal are preferred. These will be accepted by fax (505) 468-7067, or by e-mail, [desquivel@bernco.gov](mailto:desquivel@bernco.gov).

Sealed submittals for the referenced proposal must be addressed and delivered no later than 4:00 p.m. (MST) on April 1, 2010 to the Purchasing Department, One Civic Plaza, 10<sup>th</sup> Floor, Room 10010, Albuquerque, NM 87102. Sealed submittals will be date and time stamped upon receipt. Delivery of proposals is the sole responsibility of the Offeror.

xc: RFP File – #13-10-DE